

AGENCY ANNUAL PROGRAM PERFORMANCE REPORT FOR PATBI

REPORTING PERIOD FROM 10/1/07 TO 9/30/08

STATE: Indiana

AGENCY NAME: Indiana Protection and Advocacy Services

DATE SUBMITTED: _____

AGENCY INFORMATION

Agency Name: Indiana Protection and Advocacy Services

Address of Agency:

a. Main Office:

4701 N. Keystone Ave., Suite 222
Indianapolis, Indiana 46205

b. Satellite Office(s) (if applicable):

c. Contract Office(s) (if applicable):

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Agency Toll-Free Telephone Number: 1-800-622-4845

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Agency E-Mail Address: info@ipas.IN.gov

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Staff Preparing Report Office Location: 4701 N. Keystone Ave., Suite 222, Indianapolis, IN.
46205

PART I: NON-CASE SERVICES

A. INFORMATION AND REFERRAL SERVICES (I&R)

1. Total Individuals Receiving I&R Services	52
2. Total Number of I&R requests during the Fiscal Year	53

B. TRAINING ACTIVITIES

1. Number of Trainings Presented by Staff	32
2. Number of Individuals Who Attended These Trainings	4826

3. Describe at least two (2) trainings presented by the staff. Be sure to include information about the topics covered, the purpose of the training, and a description of the attendees.

Transition-aged students continue to be a focus of the PATBI program and staff attended ten transition fairs this past year providing information to nearly 2,000 students, families, and educators. One such example is the Lake County Transition Development Coalition fair held on 10/19/2007 in Hammond with over 545 individuals in attendance. Lake County, Indiana is home to the largest number of ethnic groups in the state including African Americans and Hispanics. IPAS not only provided the participants with a presentation on the agency's services but also provided written information via a booth. IPAS also participated as a presenter in a session provided to the parents in attendance which focused on methods by which to access transition services. IPAS staff provided information and/or presented at transition fairs in other cities within Indiana including Ft. Wayne, Columbus, Lafayette, Bloomington, Indianapolis, Lebanon, Greencastle, and Brownsburg.

The Indiana Association of Persons in Supported Employment (IN-APSE) is one of the largest employment focused disability organizations in the state. Their annual conference traditionally draws 250-300 attendees, a large portion of those attendees being persons with disabilities. This year IPAS served as a sponsor and also set up an exhibit booth for the annual conference held on December 5 and 6, 2007. Information distributed included information regarding Social Security Administration's Ticket to Work program, services provided by Indiana Vocational Rehabilitation Services, accommodation strategies in the work place for individuals with traumatic brain injury, and general information in regards to employment rights outlined in the Americans with Disabilities Act.

4. Agency Outreach

Describe the agency's outreach efforts to previously unserved or underserved individuals including minority communities.

1) A presentation was completed at the Building Sustainable Behavioral Health Initiatives in the Latino Community Conference in Angola, IN. titled, "Abuse, Neglect, and Violence against Persons with Disabilities within the Latino Community". There were approximately 30 individuals in attendance.

2) The agency Training Director met early in this fiscal year with Carl Ellison, VP and CFO of Indiana Minority Health Coalition to brainstorm on various outreach methods and opportunities that IPAS might focus on within their agency. Further contact will be needed to pursue this option.

3) In July of this year the agency provided information via exhibit booth with the Indiana Civil Rights Commission at the Indiana Black Expo event. Indiana Black Expo, Inc. (IBE) has been a pillar of the African-American community for 37 years as a year-round, multifaceted community service organization with 12 chapters around the state of Indiana. The mission is to be an effective voice and vehicle for the social and economic advancement of African-Americans. This is the largest event of its kind in the nation with attendance reaching up to 350,000 individuals.

4) Outreach for transition aged students continues to be a priority within the agency. A previously developed transition guide was re-formatted and individualized for two large school corporations, RISE in Marion County, and Lake County. These transition guides are intended to serve as a resource for parents and students in Lake County as well as Perry, Decatur, Franklin, and Beech Grove Townships in Marion County. The guide is a tool to be utilized in the development of a student's individualized education and transition plans. A total of 5100 books were printed for Rise Learning Center and an additional 5100 books were printed for students in the Lake County area. Additional school corporations are being identified for future development and distribution of transition guides in 2009.

C. INFORMATION DISSEMINATED TO THE PUBLIC

1. Radio and TV Appearances by Agency Staff	0
2. Newspaper/Magazine/Journal Articles Prepared by Agency Staff	0
3. PSAs/Videos Aired by the Agency	0
4. Website Hits	60,177
5. Publications/Booklets/Brochures Disseminated by the Agency	14,952

6. Other

Number	Description (use separate sheets if necessary)
0	

7. External Media Coverage of Agency Activities

Radio/TV Coverage	Newspaper/ Magazines/Journal	PSAs/Videos	Publications/ Booklets/Brochures
0	0	0	0

PART II: CASE-SERVICES

A. INDIVIDUALS SERVED

1. Individuals	
a. Individuals Served Receiving Advocacy at Start of Fiscal Year (carryover from prior)	6
b. Additional Individuals Served During Fiscal Year (new for fiscal year)	8
c. Total Number of Individuals Served During Fiscal Year (a + b)	14
d. Total Number of Individuals with Cases that Were Closed During Fiscal Year	13
e. Total Individuals Still Being Served at the End of the Fiscal Year	1

2. Services	
a. Number of Cases/Service Requests Open at Start of Fiscal Year (carryover from prior)	6
b. Additional Cases/Service Requests Opened During Fiscal Year (new for fiscal year)	8
c. Total Number of Cases/Service Requests During Fiscal Year (a + b)	14
d. Total Number of Cases/Service Requests that Were Closed During Fiscal Year	13
e. Total Number of Cases/Service Requests Open at the End of the Fiscal Year	1

B. PROBLEM AREAS/COMPLAINTS OF INDIVIDUALS SERVED

Complaint	
1. Abuse (total)	2
a. Inappropriate Use of Restraint & Seclusion	0
b. Involuntary Treatment	0
c. Physical, Verbal, & Sexual Assault	1
d. Other	1
2. Access to Records	0
3. Advance Directives	0
4. Architectural Accessibility	0
5. Assistive Technology (total)	0
a. Augmentative Comm. Devices	0
b. Durable Medical Equipment	0
c. Vehicle Modification/Transportation	0
d. Other	0
6. Civil Commitment	0
7. Custody/Parental Rights	0
8. Education (total)	6
a. FAPE: IEP/IFSP Planning/Development/Implementation	3
b. FAPE: Discipline/Procedural Safeguards	2
c. FAPE: Eligibility	1
d. FAPE: Least Restrictive Environ.	0
e. FAPE: Multi-disciplinary Evaluation/Assessments	0

f. FAPE: Transition Services	0
g. Other	0
9. Employment Discrimination (total)	0
a. Benefits	0
b. Hiring/Termination	0
c. Reasonable Accommodations	0
d. Service Provider Issues	0
e. Supported Employment	0
f. Wage and Hour Issues	0
g. Other	0
10. Employment Preparation	0
11. Financial Benefits (total)	0
a. SSDI Work Incentives	0
b. SSI Eligibility	0
c. SSI Work Incentives	0
d. Social Security Benefits Cessation	0
e. Welfare Reform	0
f. Work Related Overpayments	0
g. Other Financial Entitlements	0
12. Forensic Commitment	0
13. Government Benefits/Services	0
14. Guardianship/Conservatorship	1
15. Healthcare (total)	1
a. General Healthcare	0
b. Medicaid	1
c. Medicare	0
d. Private Medical Insurance	0
e. Other	0
16. Housing (total)	0
a. Accommodations	0
b. Architectural Barriers	0
c. Landlord/Tenant	0
d. Modifications	0
e. Rental Denial/Termination	0
f. Sales/Contracts/Ownership	0
g. Subsidized Housing/Section 8	

h. Zoning/Restrictive Covenants	0
i. Other	0
17. Immigration	0
18. Neglect (total)	3
a. Failure to Provide Necessary or Appropriate Medical Treatment	0
b. Failure to Provide Necessary or Appropriate Mental Health Treatment	0
c. Failure to Provide Necessary or Appropriate Personal Care & Safety	1
d. Other	2
19. Post-Secondary Education	1
20. Non-Medical Insurance	0
21. Privacy Rights	0
22. Rehabilitation Services (total)	0
a. Communications Problems (Individuals/Counselor)	0
b. Conflict About Services To Be Provided	0
c. Individual Requests Information	0
d. Non-Rehabilitation Act	0
e. Private Providers	0
f. Related to Application/Eligibility Process	0
g. Related to IWRP Development/Implementation	0
h. Related to Title I of ADA	0
i. Other Rehabilitation Act-related problems	0
23 Suspicious Death	0
24. Transportation (total)	0
a. Air Carrier	0
b. Paratransit	0
c. Public Transportation	0
d. Other	0
25. Unnecessary Institutionalization	0
26. Voting (total)	0
a. Accessible Polling Place / Equipment	0
b. Registration	0
c. Other	0
27. Other*	0

***For any cases listed under “27. Other,” describe the specific problem area or complaint and the number of cases covered under each problem area or complaint listed. Use separate sheets if necessary.**

C. REASONS FOR CLOSING CASE FILES

1. Reason for Closing Case Files

Reason	
a. All Issues Resolved in Client's Favor	6
b. Some Issues Resolved in Client's Favor	2
c. Other Representation Obtained	1
d. Individual Withdrew Complaint	2
e. Services Not Needed Due to Death, Relocation, etc.	0
f. Individual Not Responsive to Agency	0
g. Case Lacked Legal Merit	2
h. Conflict of Interest	0
i. Agency Withdrew from Case	0
j. Lack of Resources	0
k. Not Within Priorities	0
l. Issue Not Resolved in Client's Favor	0
m. Other*	0
n. Total	13

*For any cases listed under "Other," describe the reason for closing the case and the number of cases covered under each reason listed. Use separate sheets if necessary.

D. HIGHEST INTERVENTION STRATEGY

Interventions	
1. Short Term Assistance	3
2. Systemic/Policy Activities	1
3. Investigation/Monitoring	6
4. Negotiation	1
5. Mediation/Alternative Dispute Resolution	1
6. Administrative Hearing	0
7. Legal Remedy/Litigation	1
8. Class Action Suits	0

PART III: STATISTICAL INFORMATION FOR INDIVIDUALS SERVED

A. AGE OF INDIVIDUALS SERVED

Age	
0 to 12	3
13 to 18	2
19 to 25	2
26 to 64	6
65 and over	1
Total	14

B. GENDER OF INDIVIDUALS SERVED

Male	9
Female	5
Total	14

C. RACE/ETHNICITY OF INDIVIDUALS SERVED

Race/Ethnicity	
1. American Indian/Alaskan Native	0
2. Arab American	0
3. Asian	0
4. Black/African American	0
5. Hispanic/ Latino	1
6. Native Hawaiian/Other Pacific Islander	0
7. White/Caucasian	13
8. Multiracial/Multiethnic	0
9. Race/Ethnicity Unknown	0
10. Other Than Above*	0
11. Total	14

***For any individuals listed under "Other Than Above," describe the race/ethnicity of the individual and the number of cases covered under each description listed. Use separate sheets if necessary.**

D. LIVING ARRANGEMENTS OF INDIVIDUALS SERVED

Arrangement	
1. Community Residential Home	3
2. Foster Care	0
3. Homeless/Shelter	0
4. Legal Detention/Jail/Prison	1
5. Nursing Facility	0
6. Parental/Guardian or Other Family Home	8
7. Independent	2
8. Private Institutional Setting	0
9. Public (State Operated) Institutional Setting	0
10. Public Housing	0
11. VA Hospital	0
12. Other*	0
13. Unknown/Not Provided	0

*For any cases listed under "Other," describe the living arrangement of the individual and the number of cases covered under each description listed.

E. GEOGRAPHIC LOCATION

Geographic Location	
1. Urban/Suburban	5
2. Rural	9
3. Total	14

PART IV: SYSTEMIC ACTIVITIES AND LITIGATION

A. SYSTEMIC ACTIVITIES

1. Number of Policies/Practices Changed as a Result of Non-Litigation Systemic Activities	0
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2. Describe the agency's systemic activities. Be sure to include information about the policies that were changed and how these changes benefit individuals with disabilities. If possible, estimate the number of individuals potentially impacted by such policy changes. Also include at least three case examples of how the agency's systemic activities impacted individuals served.

B. LITIGATION/CLASS ACTIONS

1. Total Number of Non-Class Action Lawsuits Filed	0
a. Number of Non-Class Action Lawsuits Filed During Fiscal Year (new for fiscal year)	0
b. Number of Non-Class Action Lawsuits Filed at Start of Fiscal Year (carryover from prior fiscal year)	0

2. Total Number of Class Action Lawsuits Filed	0
a. Number of Class Action Lawsuits Filed During Fiscal Year (new for fiscal year)	0
b. Number of Class Action Lawsuits Filed at Start of Fiscal Year (carryover from prior fiscal year)	0

3. Describe the agency's litigation/class action activities. Explain how individuals with disabilities benefited from such litigation. If possible, estimate the number of individuals potentially impacted by changes resulting from the litigation. Be sure to include at least three case examples that demonstrate the impact of the agency's litigation.

_____ N/A _____

C. MONITORING

Describe any monitoring conducted by the agency by providing the major areas of non-litigation-related monitoring activities and the groups likely to be affected. Address the major outcomes of the monitoring activities during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency's monitoring activities.

_____ N/A _____

D. LITIGATION-RELATED MONITORING

Describe any monitoring conducted by the agency related to court orders or case settlements by providing the major areas of monitoring and the groups likely to be affected. Address the major outcomes of the litigation-related monitoring during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency's litigation-related monitoring.

N/A

E. FULL OR PRELIMINARY INVESTIGATIONS

Describe any full investigations conducted by the agency by providing the major areas of investigation and the groups likely to be affected. Address the major outcomes of the investigations during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency's investigations. Use separate sheets if necessary.

N/A

F. DEATH INVESTIGATIONS

1. Number of Formal Death Reports Received	0
2. Number of Informal/External Death Reports Received	0
3. Number of Death Investigations	0

4. Describe any death investigations conducted by the agency during the fiscal year and any subsequent activities resulting from these investigations. Also include the major outcomes of the death investigations. Use separate sheets if necessary.

N/A

PART V: PRIORITIES AND OBJECTIVES

A. CURRENT PRIORITIES AND OBJECTIVES

Use the format below to describe the program priorities and objectives toward which the prior fiscal year's activities were targeted.

Priority #101: Review (5) allegations of abuse or neglect of individuals with traumatic brain injury and take appropriate action.

Description of Need, Issue, or Barrier Addressed: Individuals with traumatic brain injury are susceptible to abuse and neglect.

Indicator(s): Individuals with traumatic brain injury will be free of abuse and neglect.

Outcome: Met <u>X</u> Partially Met/Continuing <u> </u> Not Met <u> </u>	
Total Number of Cases Handled	6

Illustrative Cases (at least one specific case description showing the success)

Case #1

“Carmen” is a forty year old individual who experienced a traumatic brain injury at the age of thirty. Due to the fact that her mother was unable to care for Carmen and work, she had to make the difficult choice of placing Carmen in a long term care facility. Carmen’s mother, who is also her guardian, placed Carmen into a wavier setting approximately five years ago. Carmen’s mother contacted IPAS/PATBI shortly after Carmen fell over a wheelchair lift while in the community. Staff failed to contact Carmen’s mother immediately and did not seek medical attention for Carmen. Carmen did receive medical treatment several hours after the incident when she complained of pain. It was determined that she had experienced a broken finger and severe contusion on her buttocks from this fall. IPAS reviewed the agency policy and procedures in regards to injuries and accidents and also reviewed Carmen’s medical and habilitation records. IPAS determined that the residential provider had failed to follow agency policies by failing to notify the guardian immediately as well as not properly medically evaluating Carmen after she fell. Staff relied on Carmen’s initial statement that she was “okay” as opposed to completing a health status screening. Carmen’s traumatic brain injury prevents her from being a reliable informant and this information is contained within her habilitation records. IPAS advocated that the provider revise their policies and procedures to include all steps to be taken when an incident involving a client occurred including taking the individual to an emergency room for a proper medical evaluation. The facility also developed a Traumatic Brain Injury Training Manual for use with their staff. Despite the implementation of these positive changes with the residential provider, Carmen’s guardian decided to choose a different independent case manager and residential provider that would provide her a safer waiver environment.

Case #2

“Judy” was a fifty-three old woman who had experienced a traumatic brain injury when she was very young. This injury had resulted in Judy experiencing difficulties with short term memory and some cognitive functions such as numbers and math. Judy’s aunt contacted Indiana

Protection and Advocacy Services' Protection and Advocacy for Individuals with Traumatic Brain Injuries in September 2007 with concerns in regards to Judy's sister who was the trustee for their parents' estate. She believed that evidence existed to verify that Judy's sister was not following the instructions as documented in the revocable trust agreement. The aunt was alleging that Judy's sister was financially exploiting her by spending trust money allocated to Judy on herself and others.

IPAS met with Judy who shared banking and financial records with her. Judy explained that according to her parents' will she was to receive 75% of the proceeds from the sale of their home while her sister was to receive the remaining 25%. Judy's sister told her however that she had become Judy's guardian and would receive 75% of all the proceeds. Judy also indicated that she had never received a copy of the will or the guardianship papers. She stated that her sister had possibly already spent \$35,000 of Judy's money and intended to spend more for house remodeling and a trip to Hawaii. IPAS first contacted Adult Protective Services (APS) to apprise them of this alleged financial exploitation. APS did not find any evidence of a guardianship actually having been assigned over Judy. IPAS and Judy then met with the attorney, who had drawn up the original trust. He agreed to look in to the matter and later found that the sister had misappropriated some of these funds. He agreed to obtain records from the sister to verify a full accounting of how much money had been spent and on what items. He stated that if any of the funds were misappropriated he would pursue the reimbursement of such funds to Judy. This attorney determined that the sister had spent money from the trust fund on her own family and had even bought a house in a local town supposedly for Judy who did not want the home.

Judy's sister was subsequently removed as the trustee over the will and trust. The attorney created an account for and deposited money from the sale of Judy's parents' home with a local bank who is now the trustee over her trust. Judy has now been fully reimbursed for the unauthorized purchases her sister completed.

Priority #201: Review complaints on behalf of 5 individuals with traumatic brain injury and take appropriate action to assure that state supported residential services that are provided through the Division of Disability, Aging, and Rehabilitation Services are provided in the least restrictive environment. (TBI waiver)

Description of Need, Issue, or Barrier Addressed: Individuals with traumatic brain injury need to receive residential services in the least restrictive environment.

Indicator(s): Individuals with traumatic brain injury receive needed services via the traumatic brain injury waiver.

Outcome: Met <input type="checkbox"/> Partially Met/Continuing <input type="checkbox"/> Not Met <input checked="" type="checkbox"/>	
Total Number of Cases Handled	0

Illustrative Cases (at least one specific case description showing the success)

N/A

Priority #202: Review allegations of discrimination on behalf of five (5) individuals with traumatic brain injury who have been denied services under the ADA Title 2 and 3, or Fair Housing Act and take appropriate action.

Description of Need, Issue, or Barrier Addressed: Individuals with traumatic brain injury are denied services under the ADA Titles 2 and 3 as well as the Fair Housing Act.

Indicator(s): Individuals with traumatic brain injury will receive services as needed and required under the ADA Titles 2 and 3 as well as the Fair Housing Act.

Outcome: Met <input type="checkbox"/> Partially Met/Continuing <input checked="" type="checkbox"/> Not Met <input type="checkbox"/>	
Total Number of Cases Handled	1

Illustrative Cases (at least one specific case description showing the success)

Case #1

“Brian” was a twenty-five year old individual who had experienced a traumatic brain injury (TBI) five years previous to his contact with IPAS in September of 2007. The TBI left Brian with balance problems necessitating the use of a cane as well as visual and verbal processing difficulties. Brian had been employed as a welder prior to his injury and wanted to continue that vocation. He applied for and was found eligible for services through Indiana Rehabilitation Services (VR). VR had agreed to support him in his vocational goal by paying for welding training at a local community college. Brian required accommodations to be able to safely complete his welding course and while the community college provided him with an aide they failed to provide him with other accommodations. As a result Brian had caught his hair on fire, burned his hands on two occasions, and had run into other students in the classroom. The community college determined that Brian’s TBI caused him to be a danger to himself and other students in the classroom, and refused to allow him to continue his participation in the class. The assigned Advocate agreed to fact find in regards to Brian’s complaint. She determined, upon review of Section 504 of the Federal Rehabilitation Act, that the community college was indeed discriminating against Brian by using his disability as an excuse to remove him from the class and not providing him with appropriate, sufficient accommodations. The Advocate determined that an assistive technology evaluation needed to be completed to clearly identify those accommodations necessary to allow Brian to be successful in the welding class. The assigned Advocate met with Brian and VR to assure that the needed assistive technology evaluation was scheduled and completed. Although the assessment contained many quality recommendations for accommodations and the community college agreed to allow Brian to re-enroll in the welding class, Brian decided to choose and pursue another vocational goal.

Priority #203: Review allegations that any educational service(s) have been inappropriately provided or denied, on behalf of five (5) students with traumatic brain injury and take appropriate action to assure their right to receive a Free and Appropriate Public Education (FAPE).

Description of Need, Issue, or Barrier Addressed: Students with traumatic brain injury do not always receive their rights to a Free and Appropriate Public Education (FAPE).

Indicator(s): Students with traumatic brain injury will receive FAPE as required under the federal Individuals with Disabilities Education Act (IDEA) and Indiana’s Article 7.

Outcome: Met <input type="checkbox"/> Partially Met/Continuing <input checked="" type="checkbox"/> Not Met <input type="checkbox"/>	
Total Number of Cases Handled	2

Illustrative Cases (at least one specific case description showing the success)

Case #1

“Scott” is a seventeen-year-old high school student who experienced a traumatic brain injury on 9/13/2003 after being struck by an automobile while riding his bicycle. On 8/14/2007 Scott vocalized a sexual innuendo to a younger student after school in the school’s parking lot. The school initially treated this incident as “attempted child abduction” and media publicity ensued. The school was able to identify Scott as the older student involved after the alleged victim described his car to school officials. Scott was immediately suspended from school pending a manifestation determination. The manifestation determination occurred on 8/20/2007 and the team determined that they had insufficient information to determine whether or not the incident related to Scott’s disability. Although Scott had been sporadically suspended during the previous two years for issues such as fighting and talking back to teachers, the school failed to complete a functional behavioral assessment and develop a behavioral intervention plan as needed. The team determined that a new neuropsychological evaluation was needed. In the interim the school agreed to provide educational services to Scott in the form of two hours of homebound per day.

The neuropsychological testing was completed on 10/30/2007 and showed Scott had severe impairment of verbal memory, moderate impairment of visual memory, severe processing speed, mildly impaired executive functioning, as well as bilateral motor problems. The same test also showed that Scott had significant difficulties with inhibition and excesses (disinhibition, impulsivity, and perseverative thinking resulting in decreased social skills and cognitive/academic abilities) as well as increased frustration, anxiety and irritability. The neuropsychologist reported that Scott had experienced a severe TBI, and not a concussion as previously diagnosed in 2003 and documented that the 8/07 school parking lot incident was explainable by Scott’s neurobehavioral difficulties, particularly impulsivity. The case conference committee reconvened the manifestation determination 12/10/07 and determined that the incident was indeed a manifestation of his impulsivity behaviors. A behavioral intervention plan was developed and training on traumatic brain injury and Scott’s social and behavioral needs was scheduled for all teaching staff working with him. Scott returned to school on 1/8/08 with the needed supports and services which will allow him to be successful academically.

Case #2

“Stephanie” is a twenty year old individual who had experienced a traumatic brain injury due to an automobile accident while residing in Texas. She contacted Indiana Protection and Advocacy Services Protection and Advocacy for individuals with Traumatic Brain Injuries (PATBI) in August of 2007 because she had attempted to enroll at her local high school in Indiana but felt that she was “brushed aside” by the office staff. While in school in Texas Stephanie was an honor roll student and very involved in school athletics prior to her accident and subsequent injury. After the injury she had returned to Indiana to live with her father and stepmother. Her goal was to complete high school and earn her diploma as soon as possible as she was 20 years old. Stephanie indicated that she had made several attempts to obtain the appropriate accommodations and special education services from the local high school in Indiana but they had refused her requests for a free and appropriate public education as mandated by federal and state laws. At one

time school officials agreed to provide her training that consisted of homebound computer study only. This training however would not allow her to earn a diploma and this method did not allow her to understand or pass her assignments. IPAS/PATBI completed fact finding in regards to her complaint and determined that the school system had failed to assess, identify, and provide Stephanie with the appropriate educational services as required under federal and state law. IPAS agreed to assist Stephanie in obtaining the educational classes she needed to graduate by May 2008.

IPAS attended a case conference committee meeting with Stephanie on September 19, 2007. An Individual Education Plan (IEP) was discussed and developed based upon assessed strengths, weaknesses, and needs. After lengthy discussion, the school agreed to provide Stephanie with the lesson plans and supports that she required to complete her education. As a result of her traumatic brain injury Stephanie was unable tolerate classroom settings with distractions. The IEP outlined the supports and services that she needed to complete her school work successfully by working at home. Several other case conference meetings occurred between 9/2007 and 3/2008 to fine tune Stephanie's educational programs.

In May of 2008 Stephanie achieved her goal by completing high school and earning her diploma.

Priority #3:

- a) Provide information about traumatic brain injuries and disability rights to those entities serving individuals with traumatic brain injury.
- b) Assist the Brain Injury Association of Indiana (BIAI) in planning and sponsoring the Annual BIAI Conference as well as three regional conferences

Description of Need, Issue, or Barrier Addressed: Individuals with traumatic brain injury need information and referral services to access services.

Indicator(s):

- a) IPAS has printed brochures describing the services of both the PATBI and Brain Injury Association of Indiana (BIAI) in English, Spanish, and Braille. These have been distributed to all of the state's brain injury support groups as well as to participants in all of the major conferences in Indiana focusing on individuals with disabilities. IPAS reprinted and mailed the revised BIAI resource directory to over seven hundred agencies and individuals. An electronic version of this resource guide has been posted on the Brain Injury of Indiana website as well.
- b) The following outreach materials were distributed during the past year:
 - 5,240 PATBI and IPAS brochures
 - 7,387 Agency "impact" newsletters
 - 1,161 Toll Free Resource Guide
 - 963 Educational materials including: TBI Education Rights, IEP Guide, Article 7, and Family Guide to Transition
 - 191 Accommodations for Individuals with TBI
- c) IPAS is a sponsor of the upcoming state BIAI conference and will also assist in leading one of the problem solving workshop sessions.

Outcome: Met <u>X</u> Partially Met/Continuing ___ Not Met ___	
Total Number of Cases Handled	N/A

B. AGENCY ACCOMPLISHMENTS

Describe the most significant accomplishments of the agency during the fiscal year.

- 1) IPAS continues to serve as a member of the Indiana Traumatic Brain Injury Grant Advisory Council which began in 11/2006. This Council authorized Luther Consulting to complete a traumatic brain injury needs and resources assessment that was completed in the spring of 2008. The brain injury resource facilitation pilot research project was begun and has nearly reached completion. This project was set up to consist of both a participant and control group of individuals with TBI to allow for the collection of meaningful data that will document actual outcomes. This data will be used in the future to hopefully procure additional funding for brain injury resource facilitation. Selected Vocational Rehabilitation Services field offices participated in this project to provide individuals with vocational support and services. Discussion and implementation continues in regards to a second research project which would focus on the identification of funding streams for individuals with TBI currently being served in various state systems including the Department of Correction, Department of Mental Health, Division of Aging, Department of Education, Bureau of Developmental Disabilities, etc. Education and training plans are targeted for four specific groups: consumers, educators, professionals, and Indiana Vocational Rehabilitation Services.
- 2) IPAS mails customer satisfaction surveys to all individuals who have had service requests closed over the course of the fiscal year so as to provide staff with feedback as to the quality of services provided to individuals with TBI. The following lists the results of the surveys returned to IPAS.

Grant Program	PATBI			
# service requests closed 13	# surveys returned 5		Response rate 40%	
Did IPAS...	Yes	No		
Listen and understand your problem?	100%		Not all respondents answered all questions, so total percentages may not always equal 100%.	
Understand the service system, rules and laws that govern it?	100%			
Do all they committed to do to try to help?	100%			
Return your calls within 2-3 days?	100%			
Please indicate your level of satisfaction with the services you received from IPAS...				

Highly Satisfied 100%	Somewhat Satisfied	Advocate tried their best but not able to help	Somewhat Disappointed	Very Disappointed
If you had another problem would you call upon IPAS for help?				
Yes 100%	No 0			
Respondents were:				
Client 20%	Family member/ Guardian/friend 80%			

Comments Offered by Respondents:

I was very satisfied with the investigation.

No one could have done a better job.

I was very thankful for IPAS help.

- 3) The PATBI Coordinator attended the Annual Federal TBI Leadership Meeting in Maryland from 4/2 to 4/4/08. This leadership meeting included discussions on the future of TBI activities within the states with the emphasis on the elderly, children, and returning service men and women.

C. IMPLEMENTATION PROBLEMS

Describe any external or internal implementation problems for priorities marked “not met” or “partially met.”

No internal or external implementation problems were identified in meeting the objectives. IPAS continues to open cases for individuals requesting services who have had their rights violated.

PART VI: AGENCY ADMINISTRATION

A. GRIEVANCES FILED

PATBI grievances filed against the agency during the fiscal year	0
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B. COLLABORATIVE EFFORTS

1. NETWORK COLLABORATION

Identify issues selected for network collaboration.

2. ALL OTHER COLLABORATION

Describe any coordination with programs that are not part of the agency (e.g. state long-term care programs, etc.). Use separate sheets if necessary.

IPAS continues to work with other state agencies including the State Department of Health, Indiana Vocational Rehabilitation Services, the Veteran's Administration and Division of Aging all of whom have representatives on the Traumatic Brain Injury Grant Advisory Council. IPAS continues to have a close working relationship with the Brain Injury Association of Indiana in the printing and mailing of the resource directory as well as support of the annual conference.

PART VII: END OF FORM

_____ Signature	_____ Date
_____ Name (printed)	_____ Title